



KOLLEGIEKONTORET | AARHUS

# **Maintenance regulation guidelines**

## **Applies to all of Kollegiekontoret's estates**

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## **Introduction**

These guidelines are supplements to the maintenance regulations.

Kollegiekontoret has experienced that it can be very costly when a tenant fails to keep his/her residence up to maintenance standards.

As a result, these guidelines have been provided as a supplement to the maintenance regulations, in hopes that they can minimize repair expenses when a tenant moves out.

## **Failure to maintain the residence**

Normal wear and tear does not constitute failure to maintain – but incorrect use or passive negligence can lead to non-compliance with the maintenance standards.

Damages or missing items (such as leaking water- or heating-pipes, fire damages, etc.) can cause more damages to the residence/building, and the caretaker must be notified immediately. See the following section on emergency damages.

It is important that any work you do yourself, such as painting, adheres to these guidelines.

It is also important that you are consistently cleaning and maintaining the residence, as well as cleaning and repairing when you move out.

These guidelines provide a series of instructions so you can hopefully avoid ending up in a situation where you have to pay for the damages.

The guidelines are not entirely in-depth – and it is possible that there are areas or situations that are not covered.

If you are in doubt, ask the caretaker – and preferably in writing, so you have the necessary documentation in case an issue arises.

Otherwise, common sense is a great guide.

## **Emergency damages**

If you need assistance for damages that happen outside of normal office hours and require immediate repair, use the "emergency list" found on the halls of residence's homepage and/or on the information boards.

Damages that are not an emergency (running toilets, dripping faucets, damaged joints in the bathroom) must be reported to the caretaker on the first open office day following the damage.

## **Painting of the residence**

The residence's condition must be good and suitable at the beginning of a new lease, but not restored to a new standard.

If you wish to paint the walls and/or ceilings in the living room/room or/and in the kitchen/hallway, you must contact the caretaker, who will provide free painting equipment for use.

If the caretaker agrees that your walls and/or ceilings require a new round of paint, the caretaker will also provide you with free paint.

If you paint the walls and/or ceilings yourself, make sure to paint properly – this means there must

be no patches of old paint visible, or runs of paint (as a result of too much paint).

The normal interval for the painting treatment is 5 years.

**Important!** You must not paint any part of the bathroom, as it is critical that only professional painters must paint a room with so high a level of humidity. Incorrect application of paint in the bathroom can lead to large damages where the moisture leaks into the walls.

If you (as a tenant) paint in the bathroom, you will be held responsible for any possible damages.

### **Important!**

Painting of the fixtures, pipes, sockets, ceiling outlets, woodwork (foot lists, architraves, doorframes and window sills) is considered failure to maintain and repairs will be added to your bill when you move out.

## **Pests**

Pests are animals and insects that either destroy buildings and the like or cause great difficulty. Most pests should be controlled as soon as possible.

If you experience rats, mice, bed bugs, long-tailed silverfish or moths, contact the caretaker to stop them from spreading.

You can often get rid of ants and normal silverfish yourself by cleaning. In some cases, the caretaker can provide you with insecticide.

## **Mold**

Mold can occur on free surfaces, and appear as green, black, brown or white spots or stains that often have a hairy surface. It can at times be hidden behind constructions, inventory or wallpaper, and be detected by a moldy smell.

The cause of mold can be due to possible leaks in pipes, roofs, surfaces, windows and/or joints as well as clogged or defect ventilation systems, exhaust devices, range hoods and/or exhaust ducts. But the most common reason for mold is a "wrong" way of living in the form of poor ventilation, too little heating, cooking at full steam, furniture placed against external walls and indoor drying of clothes without proper ventilation.

If you experience mold contact the caretaker so that he or she can see the extend, assess the cause and how to deal with it.

Smaller areas of mold can usually be removed by using Rodalon or Chlorine.

You can read more about mold by visiting <https://www.skimmel.dk/english-engelsk/>.

## **Standard cleaning and maintenance**

It is of course up to you how clean you wish your residence to be. But it is a requirement that you participate in cleaning the common areas. If you do not participate in cleaning the common areas, a cleaning firm will be hired and you will receive the bill. Failing to clean your residence is not the same as non-compliance with the residence maintenance standards, but if failing to clean and perform

standard maintenance on your residence has caused damages or deterioration, then it is considered non-compliance.

## **Walls and ceilings**

Walls and ceilings usually don't require consistent cleanings or maintenance, but can, if necessary, be wiped off with a mixture of water and dish soap or cleaning primer. Use a well-wrung cloth, carefully wipe off the cleaned areas. Be careful not to rub the walls/ceilings too hard, as it can cause a hole in the paint.

Also, consider limiting the number of holes, you drill in the walls or ceilings or you will have to pay for them to be repaired/filled in when moving out.

## **Floors**

### General

The floors must be vacuumed before they are washed.

### Linoleum floors

Linoleum is an organic material that is best maintained with a regular wash of water and soap flakes. Afterwards, the floors are dried off with a hard-wrung cloth without any additional soap. Some products must be used for a cleaning- and maintenance for one round of cleaning. These require no further cleaning, just a hard-wrung cloth afterwards.

Linoleum can't handle strong products like soda, ammonia, soft soap or liquid soap. If the floors are very dirty, it may be necessary to start with cleaning primer, then protect the floors with nourishing soap flakes again, and possibly emulsion wax. Afterwards, the regular, daily cleaning is applied again.

Repair of damaged linoleum floors must be handled by a professional.

### Vinyl floors

Vinyl is an artificial material that needs to be cleaned with a mixture of water and regular cleaning solution. Lime scale build-up can be removed with vinegar or citric acid. Wipe off with clean water.

The floors cannot absorb wax and don't need to be polished.

Damaged vinyl floors must be repaired by a professional.

### Tile mosaic and terrazzo flooring

Wash the floors with a mixture of water and soap flakes.

Synthetic cleaning products and strong acids may not be used.

Lime scale is removed by scrubbing with a lime scale-removing cleaning product or vinegar on a washcloth. Wash with water afterwards.

Damaged tile mosaic or terrazzo flooring must be repaired by a professional.

### Wooden floors and doorsteps

Wooden floors can't handle too much water.

Wash the floors with a mixture of water and soap flakes. Wring the wash cloth thoroughly and wipe off the floors with a dry cloth afterwards.

Synthetic cleaning products may not be used.

Don't wax or polish the floors. Doing so means the floors can't be lacquered later without first being sanded down.

The floors must not be limed or painted.

Never use wax, polish, scouring powder or steel wool.

If the floors need to be sanded down, only a professional must do it.

The resident is required to notify the caretaker if the floors need new lacquering as a result of normal wear. If the floor needs lacquering, it can lead to non-compliance with the residence maintenance

standards.

To best protect your floors, it is recommended that you use a floor mat for shoes. Apply felt stickers to chairs, use rubber wheels on office chairs, and place an office mat underneath your chair. This way, you protect the floors against scratches.

To remove stains from asphalt, coloured chalk, lipstick, oils, shoe polish, pen, soot, nail polish or cigarette burns, use methylated spirit, benzene or acetone. Wipe off with a dry cloth. Candle wax or chewing gum can be carefully scraped off with a scraping knife (used on ceramic hotplates). Make sure to wait until the wax or gum has stiffened. Wipe off with a damp cloth.

### Carpets

Carpet cleaners can be rented at most painting stores.

Stains on the carpet can be removed using the correct cleaning product (not containing bleaching agents).

Candle wax can be removed with a coffee filter and an iron. The iron must not be heated to more than 40 degrees, as the carpet will be damaged otherwise. Carefully remove the stain.

Never use chlorine or liquid soap on the carpets – they will remove colour from the carpet.

## **Bathroom**

### Installation and fixtures

It is not allowed to nail or screw items to the tiles, vinyl or bathroom fixtures.

Additional fixtures must not be installed – only the items that are standard for the residence must be installed.

### Sink and toilet

The material for both the sink and the toilet is porcelain.

Use a multipurpose (universal) cleaning product for the sink. If necessary, methylated spirit can be used to wipe off after cleaning.

Use a toilet cleaner product and a toilet brush for the toilet.

Once in a while, it can become necessary to remove lime scale and rust spots. This must never be done using acids or scouring powder. A cleaning sponge can be used. If this is not enough, a lime scale-removing cleaning product or vinegar can be applied. Carefully clean the areas and wash off thoroughly afterwards.

The toilet can be cleaned using toilet cleaner with lime scale remover, but never use the toilet cleaning product on the toilet seat or fixtures.

### Faucets

Faucets and drains are usually chrome-plated and using the wrong tools can damage them. Notify the caretaker if the faucet or handles drip or leak, or if they don't function normally.

Use the multipurpose (universal) cleaning product for the regular cleaning rounds and wipe off with methylated spirit. If the faucet/tap aerator or the showerhead are covered in lime scale, soak them in a lime scale-removing product, such as vinegar or citric acid.

### The floor and walls in the shower

The floor and walls in the shower are often covered with tiles, tile mosaic or vinyl.

Using a wiper with white rubber, wipe down the walls and floor after every shower, and clean regularly using cleaning products that remove lime scale.

Steel wool, scouring powder and similar products must not be used, as they may scratch the surfaces.

To remove lime scale, use vinegar and citric acid. Always wash off with water afterwards.

### The shower curtain

Use the shower curtain to screen off before you take a bath, and if the door gets wet, dry it off afterwards. It is considered non-compliance if the door becomes damaged as a result of failure to

dry it off.

The shower curtain can be washed in a washing machine at 40°C. If the shower curtain becomes yellow and stained by lime scale, put it in a bucket of water mixed with lime scale remover. Wash it off in cold water afterwards. Repeat the treatment 3-6 times, if necessary.

### Drains

The drain needs to be cleaned regularly to avoid smells and clogging. Blocked drains can lead to damages for the neighbour downstairs. If there are problems with the drains, contact the caretaker.

## **Kitchen**

### Installations and fixtures

It is not allowed to nail or screw items to the tiles, cabinet sides or panels.

### Hotplates

The hotplates are cleaned with a thoroughly wrung cloth.

If more cleaning is necessary, use a dry scrub sponge (thought not a metal brush or steel wool).

For ceramic hotplates, use a cleaning product specifically made for ceramic hotplates and/or a scraping knife made for ceramic hotplates.

### Oven

Every time the oven has been used, it should be aired out thoroughly. Let the oven door remain open after use. Wipe off the oven with a soft piece of paper while the oven is still warm. To wash off the oven, use soap or a soap and water mixture.

Old stains and discolorations can be removed using fine scouring powder.

If the stains remain, use cleaning products made specifically for ovens.

Some ovens have a self-cleaning function, which can be used after normal cleaning.

Remember to remove oven trays before using this function.

Oven trays and shelves are cleaned using regular dishwasher soap. Scouring powder may not be used.

### Refrigerator and freezer

The refrigerator is cleaned using regular dishwasher soap. Do not use cleaning products that can leave scratches.

The drainage at the bottom inside the fridge must be cleaned regularly to avoid clogging.

The plastic parts can't handle boiling water (max. temp. 85°C) or the dishwasher.

The compressor and the wire condenser in the back of the refrigerator should be cleaned regularly to avoid dust. A vacuum cleaner is the best for this.

If the refrigerator is not used for a long time, it is recommended to empty its contents and to shut off the electricity at the socket. Leave the refrigerator door open to allow for ventilation.

### Counter tops

The counter tops are typically made of laminate or melamine. These materials are durable and easy to clean.

It is usually sufficient to wipe off the counter top with a damp cloth and to dry it off afterwards.

Stains that can't be removed with clean water can usually be cleaned off with a mixture of dishwasher soap and lukewarm water. Wipe off with cold water and dry off the counter top.

Scouring powder and other scraping cleaning products may not be used.

Hot pots and pans may not be put directly on the counter top.

Do not cut or chop directly on the counter top.

## Sinks

The kitchen sink is cleaned off with dishwasher soap. A more thorough cleaning can be done using lime scale-removing cleaning products and other multipurpose (universal) cleaning products. Methylated spirits and fluid scouring powder may also be used.

## Kitchen appliances

Kitchen appliances are typically made of laminate or melamine. These materials are durable and easy to clean.

It is usually sufficient to wipe off the kitchen elements with a damp cloth and to dry them off afterwards.

Stains that can't be removed with clean water can usually be cleaned off with a mixture of dishwasher soap and lukewarm water. Wipe off with cold water and dry off the kitchen elements.

Scouring powder and other scraping cleaning products must not be used.

## **Doors, windows, mountings, panels, brackets and curtains.**

### Wood

Wood that has been painted, lacquered or oiled should be cleaned off with a mixture of water and multipurpose (universal) cleaning products or dishwasher soap. Brown soap or scouring powder must not be applied.

Wash off with clean water afterwards and then dry off the surfaces with a cloth.

### Plastic and aluminium

Clean off with water – add a bit of cleaning product or dishwasher soap if necessary.

Products containing honing materials or wax, including all forms of polish, must not be used.

Solvents must not be used as they can damage the surface.

Water with methylated spirit can be used, though with caution.

Wash off with clean water and dry off with a cloth.

### Mountings and locks

Must not be overloaded or used incorrectly.

Surface treatment must not be used.

If mountings or locks start to stick, contact the caretaker.

## **Heating and ventilation**

### The heating system

The residence is heated by radiators. To simplify the regulation of heat as much as possible, normal vents or thermo-vents have been installed. The radiator should only be warm on the upper half for reasons related to cooling down. There should never be above 21° C in the residence.

To clean, use a vacuum cleaner with a specialized nozzle or wash off with a mixture of water and regular dishwasher soap/multipurpose (universal) cleaning product. Brown soap and similar strong products must not be used. Wash off with clean water and dry off with a cloth.

All repairs and any painting must be completed by the professionals.

### Mechanical exhaust

In many residences, the kitchen and bathroom are connected to a shared exhaust system that is on day and night. The vents are installed so a set amount of air is constantly being vented. The vents assist in maintaining a healthy indoor climate for the tenants. To ensure this healthy indoor climate, do not adjust the vents. The vents are placed on the walls or on the ceilings. The vents must never be blocked by any cloths or similar items.

If the vents' settings are changed, a new regulation of the entire vent system will be made and the



cost of this will be billed to the tenant.

The vents are cleaned off with a soft sponge, including the area around the middle pin. A cotton bud or similar items must be used to remove the dirt around the thin end of the pin. Wipe off with a dry cloth.

The exhaust filter in the cooker hood can be soaked for a couple of hours or overnight. It may also be suitable to wash it in the dishwasher.

### Avoid moisture damages

When you have taken a bath, make sure fresh air is allowed into the room. Open the door to the other rooms in the residence. This way, the moisture can move more easily into the ventilation system.

When you cook, it is a good idea to open the windows slightly on the opposite end of the residence and always use lids on the pots and pans. After cooking, it is advised that you air out the entire room for 5-10 minutes.

It is generally advised to air out the entire residence several times a day by opening the windows for 5 minutes.

The first sign of a high humidity level is condensation on the windows, and thereafter mildew and mould on the window frames, and dark spots in the corners of the kitchen and bathroom especially. The higher the humidity, the more household dust mites and mildew thrive. These can cause allergic reactions.

Don't turn the heat up to its highest, don't dry clothes in the residence, don't place mattresses directly on the floor, or don't place larger pieces of furniture against the outward-facing wall – the air in the room must be able to circulate around or mould will appear.

Contact the caretaker if humidity problems should appear – they are easiest to handle if caught early. If the tenants let the problem continue, it will lead to a higher heating bill, as humidity is difficult to heat up. It may also lead to different parts of the residence becoming damaged by the moisture. The tenants are responsible for replacing damaged items if the damages are caused by wrongful use of lack of airing out.

## **Electrical installations**

### Lighting

If energy saving light bulbs need to be replaced, the estate will handle the cost. Bulbs and neon bulbs can be picked up at the caretaker's office.

### The group board – residual current circuit breaker (RCCB) and fuses

In case of power outage, check if the RCCB has been disengaged or if there are damaged fuses.

Remember to always have fuses of every kind in supply and make sure that the new fuse is the same colour as the one in place.

Remember to switch off the RCCB when changing the fuses.

There are several residences that have automatic fuses for each group. Automatic fuses function like the RCCB. The automatic fuses can be switched off and on as wished and do not need to be replaced.

If the RCCB or the fuses consistently switch off, then you must disconnect your TV, computer and other electronic devices, as they could be causing the RCCB to switch off.

If you can't find the cause of the power outage, contact the caretaker.

You must under no circumstances repair or alter the electrical installations.

Test the RCCB breaker once a year.

### Mistakes in electrical installations

It can be tempting to try to make seemingly small or simple repairs or changes to the electrical system, but we can't stress it enough: don't do it! It is very important that all electrical items – both the permanent installations and sockets, extension cords, irons and vacuum cleaners, etc. – are intact and functioning.

It is illegal to try to make any alterations to the permanent installation without the authorisation to do so, and statistics give enough evidence for this: over half of all fire injuries are caused by electricity. This is why we emphasise that all changes to electrical installations must be carried out by authorised electricians, and any parts that the tenants have changed or damaged should be replaced immediately!

Please note, that if the authorised electrician concludes that the tenant has caused damages to the lighting, vacuum cleaner or other items, the tenant is responsible for the costs of the electrician repairing these items.

## **Cleaning and repair when moving out**

When you move out of your residence, the caretaker will conduct an inspection so the residence can be made ready for the next tenants. For this reason, the inspection is very thorough, as new tenants don't wish to move into a deficient or dirty residence.

The inspection is also used to determine if there are any damages or if you have failed to maintain the standard. If so, you will be charged the costs of repair.

The following is a list of some of the areas the caretaker will inspect.

### **General**

#### Keys, access tabs and wash cards

Return keys, access tabs and any wash cards.

If any keys are missing, the lock will have to be replaced.

#### Outer door/entrance door

The outer door/entrance door must function normally (be able to close properly, functioning locks, etc.). Minor scratches and the like are acceptable.

#### Doors inside

The doors inside must be functioning (be able to close completely, key for the lock, etc.). Minor scratches and the like are acceptable.

#### Holes in the walls and ceilings

Rawlplugs must be pulled out. All holes be repaired/sealed off.

Repairs should be done by a professional when moving out, as an incorrect/unsatisfactory attempts to repair/seal them are often more expensive than simply having them repaired by a professional.

#### Vent jets and fresh air vents

Must be cleaned off and be intact and functioning.

#### Installations

All installations (the RCCB, doorbell and permanent lighting) must be functioning and not damaged.

Sockets and other electrical installations must be intact and unpainted.

### Woodwork

Woodwork (wall bases/doorways) must be cleaned and unpainted.

### Inventory

Only the inventory that belongs to the type of residence must remain.

This means that lofts, shelves, cabinets and hooks that don't belong to the residence have been removed. If not, the costs of repairing holes or the like are fined to the tenant.

The standard inventory must not have damaged doors, etc.

### Wardrobe

Wardrobes must be cleaned on the inside and the outside – this also includes the top of the wardrobe and any drawers.

### Windows

Knobs/handles etc. on windows must be intact.

The windows must be washed inside and outside.

There may be areas where it is not possible to wash the windows based on safety issues, lack of access or wrong configuration. These are exceptions.

### Curtains

The curtains must be cleaned of dirt and dust. They must be intact and functioning – and if they have been replaced, they must be correct manufacturer.

### Radiator

The radiators and vents must be cleaned of dirt and dust – also in between the wall and the radiator.

### TV and internet

Any loose equipment must be returned.

### Storage room

The storage room must be emptied and the keys and lock must be returned.

### Mailbox

The mailbox must be emptied and the keys returned.

The mailbox must be cleaned and any stickers must be completely and carefully removed so it is not scratched.

### Balconies

The balcony must be cleaned (including the removal of moss).

If the residence in question is on the ground floor, any existing French balconies must be checked for protection, which must be in place and installed on the building.

## **Hallway/weather porch**

### Floor

The floor (wood/carpet/felt/linoleum) must be clean and free from dirt – this includes paint, hair, stains, candle wax and burn marks. Remember also to clean the skirtings.

### For double rooms

The tenant who moves out has the cleaning duty.

If there are any damages/failures to maintain the residence or if any inventory has been installed, it is the tenant who is moving out that is responsible for the costs of returning the residence to standard form, unless the tenant moving out has signed a statement with the remaining tenant, on which

it states that the expenses will be covered by the remaining tenant.

## **Bathroom**

### Walls

The walls (tiles/vinyl/painted) must be cleaned of lime scale and dirt.  
Any painting must be done by a professional.  
Any damaged tiles or vinyl must be requested.

### Flooring

The floor (tiles/vinyl/terrazzo) must be clean and free from lime scale.  
The floor must not have any holes or other damages.

### Ceiling

The ceiling must be clean.  
No holes are allowed in the ceiling.  
Any painting must be done by professionals.

### Sink and toilet

The sink and toilet must be cleaned of lime scale and dirt. Cleaning also applies to underneath the sink and the drain trap under the sink.  
The toilet seat must be attached and without any damages.  
There must not be any damages to the sink.  
Please note that Kollegiekontoret has a glass- and sink-insurance.

### Fixtures

Fixtures (shower- and sink-fixtures) must be cleaned of lime scale – including underneath.  
The tap aerator and showerhead must be lime scale-free so a steady stream of water appears when it is turned on.

### Mirror

The mirror must be cleaned of lime scale and dirt.

### Floor grate and drain

The floor grate must be cleaned and free from lime scale and dirt. If it is a detachable grate, the drain must be clean as well.

### Inventory

Only the inventory that belongs to the type of residence must remain.  
This means that shelves, cabinets, hooks and shower curtains (including the shower curtain pole) that don't belong to the residence must be removed. If not, the costs of repairing holes or the like are fined to the tenant.  
The standard inventory must not have damaged doors, etc.

### Shower curtain

The shower curtain must be clean and newly washed.

### For double rooms

The tenant who moves out has the cleaning duty.  
If there are any damages/failures to maintain the residence, or if any inventory has been installed, it is the tenant who is moving out who is responsible for the costs of returning the residence to standard form, unless the tenant moving out has signed a statement with the remaining tenant, on which it states that the expenses will be covered by the remaining tenant.

## **Kitchen**

### Walls

The walls (incl. the tiles or backsplash over the counter top) must be clean.  
There must not be any holes in the walls.  
Any damaged wall tiles must be requested.

### Floor

The floors (linoleum/wood) must be clean and free from dirt.  
If wooden floors, the lacquer must be intact. Wooden floors where the surface (lacquer) doesn't appear intact must be repaired. Minor scratches in the floors in acceptable.

### Ceiling

The ceiling must be clean,  
There must not be any holes in the ceiling.

### Kitchen appliances

The kitchen appliances (refrigerator/freezer/stove/oven/exhaust) must work.  
The kitchen appliances must be clean and free from dirt on all inside and outside surfaces.  
The freezer must be defrosted and cleaned.  
Clean the exhaust hood – including the filter.  
Clean the oven – including the trays, shelves and drawer.  
The number of trays and shelves must be correct.  
Clean the hotplates.  
Clean behind the stove and refrigerator/freezer.

### Fixtures and sink

The fixtures and sink must be free from lime scale. They must also be clean underneath.  
The tap aerator must also be lime scale-free so the water runs evenly.  
The sink plug must be present.

### Kitchen inventory

Cabinets and drawers must be cleaned on the inside and outside.  
The trash holder must be present and clean.  
The counter top must be intact without damages to the surface in the form of laminate damages (cutting marks, scratches and burn marks).  
Scrubbing lists must be attached.  
Only the standard inventory may remain.  
This means that shelves, cabinets and hooks that don't belong to the residence must be removed.

### For double rooms

The tenant who moves out has the cleaning duty.  
If there are any damages/failures to maintain the residence or if any inventory has been installed, it is the tenant who is moving out that is responsible for the costs of returning the residence to standard form, unless the tenant moving out has signed a statement with the remaining tenant, on which it states that the expenses will be covered by the remaining tenant.

## **Room**

### Walls

The walls must be clean and free from dirt.  
There must not be any holes in the wall.

### Floor

The floor (wood/carpet/felt/linoleum) must be clean and free from dirt – this includes paint, hair, stains, candle wax and burn marks.

Wooden floors where the surface (lacquer) doesn't appear intact must be repaired at the expense of the tenant. Minor scratches in the floor are acceptable.

### Ceiling

The ceiling must be clean.

There must not be any holes in the ceiling.